

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT III -  
Offender Telephone System

SALARY GROUP: A13

DEPARTMENT: Communications

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Joe Miles DATE: 01/27/2015

POSITION #: 046074

**I. JOB SUMMARY**

Performs complex administrative support and technical program assistance work. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Performs technical assistance work for the agency Offender Telephone System (OTS); participates in the planning and execution of the OTS program; assists in the development of administrative and technical assistance policies and procedures; and compiles and enters data, makes calculations, and prepares reports.
  - B. Prepares and disseminates information concerning programs and procedures; prepares and distributes correspondence, reports, studies, forms, and other documents; maintains filing, record keeping, and records management systems; and performs timekeeping for support staff.
  - C. Responds to inquiries regarding rules, regulations, policies, and procedures; provides information and assistance regarding use of the offender telephone system; and coordinates OTS vendor training presentations.
  - D. Provides system support to unit personnel; uses the OTS application software to assist in resolving customer issues and questions; and manages security access and passwords.
  - E. Plans meetings, conferences, and seminars; makes travel arrangements; and prepares travel vouchers and other related documents.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Management Information Systems, Public Administration, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience to include computer operations.
3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

**B. Knowledge and Skills**

1. Knowledge of office practices and procedures.
2. Knowledge of accounting principles and practices preferred.
3. Knowledge of applicable state and federal laws, rules, regulations, and statutes preferred.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in administrative problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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Page 3 of 3

10. Skill to prepare and maintain complex records and files in an automated system.
11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
12. Skill to type 45 words per minute (with no more than 10 errors) required; 55 words per minute preferred.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.